



U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Panama	2. AGENCY FAA	3a. POSITION NO.
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

- ☒ a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- ☐ c. Other (explain) _____ New Position _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Secretary, 120	FSN-5; FP-9	TLO	04/07/14
b. Other				
c. Proposed by Initiating Office	Secretary			

6. POST TITLE POSITION (if different from official title) Secretary	7. NAME OF EMPLOYEE VACANT
8. OFFICE/SECTION FAA	a. First Subdivision
b. Second Subdivision	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position. Vacant _____ Typed Name and Signature of Employee Date(mm-dd-yy)	10. This is a complete and accurate description of the duties and responsibilities of this position. N/A _____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION Serve as Secretary for the Federal Administration Office. The position supports the Director and two FAA Senior Representative (Panama and Miami) by relieving them of various administrative and clerical duties and allowing them to focus on the organization's primary mission. The work is essential to smooth operation of the organization. Workload has to be properly managed in order to meet deadlines. The work performed by the secretary affects the accuracy and reliability of further processes and contributes directly to the overall image and effectiveness of the office.

14. MAJOR DUTIES AND RESPONSIBILITIES**% OF TIME**

Schedules appointments and makes arrangements for time, participants, and location of meetings in accordance with instructions from the Director and Senior Representatives. Avoids scheduling conflicts and anticipates necessary travel time. Schedules tele- and videoconferences, including sending electronic calendar invites and reserving necessary equipment, rooms, and conference bridges. Prepares visitor access requests as necessary (see continuation, last page)

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: High School graduate is required.
- b. Prior Work Experience: One (1) year experience as secretary, clerk or in the administrative field is required.
- c. Post Entry Training: N/A
- d. Language Proficiency: Level III (good working knowledge) speaking/reading English is required. Level IV (good working knowledge) speaking/reading Spanish is required.
- e. Job Knowledge: Knowledge of the basic mission, program(s), policies and clerical procedures of the office to perform duties such as distribute and control mail, refer phone calls and visitors, and provide general, non-technical information is required. Knowledge of English and Spanish grammar, spelling, punctuation and required formats to type, proofread, and correct errors in documents consistent with requirements for style and content is required. Knowledge of the procedures used to requisition office supplies and equipment maintenance is required. Knowledge of office filing system and procedures used to determine whether to maintain or dispose of materials is required. Must have basic familiarity with geography of Western Hemisphere, to include all countries and capital cities, as well as other major cities. Knowledge of federal government policies and procedures for travel and purchases.
- f. Skills and Abilities: Skill in operating a personal computer (PC), including related equipment such as a printer and photocopier. Skill in the use of Microsoft Office programs, to include Word, Excel, Outlook, Calendar and Power Point is required. Skill at general office interpersonal communications and interactions is required. Must be able to carry out internet searches in Windows Excel using search engines such as Google or Bing. Must be skilled in planning travel, including contacting travel agents, airline reservation agents, hotels, and car rental agencies. Must have the ability to learn new computer and web-based applications such as those used for time keeping, contacts databases, country clearances, work orders, and other e-services. Must be able to translate documents between English and Spanish and provide occasional non-simultaneous interpretation. Must be willing and able to welcome high-level visitors to the FAA office and offer refreshments such as water or coffee as needed. Driver license is required.

16. POSITION ELEMENTS

- a. Supervision Received: The incumbent reports directly to the FAA Senior Representative, Panama.
- b. Supervision Exercised: N/A
- c. Available Guidelines: Established procedures and specific guidelines are available for reference purposes. Guidelines include dictionaries, style manuals, manufacturer's manuals and tutorials for PC hardware and software, agency directives and instructions, sample work products and precedents, and the operating policies of the supervisor.
- d. Exercise of Judgment: The secretary uses judgment in selecting the appropriate guidelines and references for application to specific cases, referring significant deviations or unusual situations to the supervisor.
- e. Authority to Make Commitments: The clerical duties performed include the full range of procedural duties in support of the office. Decisions of what needs to be done generally involve choices among established alternatives. Actions to be taken and responses to be made primarily concern differences in factual situations and awareness of functional specialties of the staff members.
- f. Nature, Level and Purpose of Contacts: Principal contacts are with coworkers, office callers and visitors, administrative support services personnel (procurement, personnel, property, travel, budget, etc.), and outside vendors. Other contacts may include the general public, university personnel, and representatives of industry.

Contacts are for the purpose of exchanging information between staff, supervisor, and outside sources. Contacts are also required to plan and coordinate work efforts and resolve operating problems or concerns in the accomplishment of the secretary's work.

- g. Time Expected to Reach Full Performance Level: 3-6 months

Continuation.....

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Receives telephone calls, greets visitors (including offering refreshments), and directs to appropriate staff members for attention or action. Personally takes care of matters related to routine or procedural issues of the office. 10%

Receives all incoming correspondence, screens material prior to distribution for due dates, establishes controls, and follows up on actions for supervisor. Reviews outgoing correspondence for procedural and grammatical accuracy. Corrects or returns documents that contain errors or do not conform to office policies. Uses office automation software packages and equipment to type, edit, and format letters, memoranda, reports, manuscripts, research documents, charts, graphs, and/or forms. Types documents from rough draft into final form, ensuring accuracy with regard to format, spelling, grammar, punctuation, and distribution of copies. As necessary, provides unofficial translations of documents between English and Spanish. 15%

Establishes and maintains the office filing system(s) to meet program needs for information storage and retrieval. Files may include administrative material and regulations, correspondence, reports, forms, and/or documentation pertaining to activities of the office. 10%

Proactively manages office supplies. Anticipates needs, prepares orders, and receives and distributes supplies and special order items. Arranges for office equipment repairs by contacting appropriate vendor or responsible party and preparing related paperwork. 10%

Makes travel arrangements for Director and Senior Representatives. Prepares electronic travel authorizations and itineraries, works with travel agent or directly with airlines to reserve and purchase airline tickets. Prepares electronic country clearance requests. Makes hotel reservations using hotel websites or by contacting hotel directly. Reserves local transportation such as taxis, rental cars, and embassy motorpool as necessary. Anticipates need for and requests visas as necessary in a timely manner. Upon return of traveler, prepares complete and accurate electronic travel voucher. 20%

Prepares and transmits Time and Attendance records and reports for office staff using appropriate software. 5%

Maintains electronic database of contacts for FAA Western Hemisphere region. Accurately enters new contact information and proactively updates contacts when new information becomes available. Maintains current list of FAA travelers in Panama and throughout Western Hemisphere region. Distributes or makes available such lists as directed. 10%

Backs up TSA office in issuing and receiving airside passes for Tocumen Airport. 5%